



COUNTY OF LOS ANGELES
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January 13, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS FOR
VARIOUS DEPARTMENTAL TECHNOLOGY PROJECTS
(3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

- (1) Approve and authorize the use of \$300,000 from the Information Technology Fund (ITF) to develop an Interagency DNA Order Tracking System.
- (2) Approve and authorize the use of \$90,000 from the Information Technology Fund (ITF) to develop a Public E-mail Registration and Notification System.

PURPOSE OF RECOMMENDED ACTION

In their September 8, 2003 meeting, the ITF Executive Committee recommended support of two (2) project awards from the ITF. The Information Systems Advisory Body (ISAB) is requesting funding to develop an Interagency DNA Order Tracking System, and the Department of Public Works (DPW) is requesting funding to implement a Public E-mail Registration and Notification System.

Your Board's approval of the recommended actions will provide funds in the amount of \$390,000, to support this project.

Implementation of Strategic Plan Goals

The DNA Order Tracking System supports the County Strategic Plan Goal 3.0, Organizational Effectiveness.

The Public E-mail Registration and Notification System supports the County Strategic Plan Goal 1.0 for Service Delivery.

JUSTIFICATION

In September 2003, the ITF Executive Committee recommended Board support for various departmental technology projects described below.

DNA

The recommended action provides funding in the amount of \$300,000, with a matching grant from the Quality and Productivity Commission, to fund the first phase development of an Interagency DNA Order Tracking System (DOTS). The DOTS better coordinates law enforcement efforts to collect DNA from positively identified criminal offenders. Presently, LA County accounts for over 30-40% of the criminal offenses in the State of California. The Penal Code requires criminal defendants convicted of certain enumerated crimes to provide DNA samples for analysis and inclusion in a California DNA and Forensic Identification Data Base and Data Bank Program.

The current process is manual based, requiring issuance of a court-ordered request from the District Attorney's (DA) office to collect DNA from defendants. Court documents are issued and delivered to the Sheriff's Department with inmate paperwork, or given to defendants (out-of-custody defendants) to schedule an appointment for collection. Presently, there is no automated system to assist in notifying the DA/Prosecution, Courts, Sheriff, Probation/Parole to collect DNA from a probationer, parolee or arrestee [and once released from custody, the likelihood of collection is minimal]. In Phase I of the project, the DNA Collection system will be implemented at the local level (Phase II extends access to Berkeley DNA Labs/CA Department of Justice).

Public E-mail

The recommended action provides funding in the amount of \$90,000 to implement a public e-mail system to disseminate information on DPW projects and/or major events impacting constituent neighborhoods, travel, transportation and recreation. Public Works disseminates information to the public via press releases, newspaper ads, community fliers, and the Department's website. The challenges associated with the current forms of communication include:

- **High Cost of Printed Media:** Public Works publishes several paper newsletters to update the public on major projects and events or to educate them on environmental issues. E-mail notifications, integrated with website updates, would reduce the Department's printing and mailing costs.
- **Reliance on Mass Mailings or Ads:** There is minimal opportunity to receive direct feedback from the public on what information is important to them. E-mail notifications would allow the Department to identify topics of value to the public by tracking the number of people who sign up to receive information on a given topic and the number of actual website hits generated by e-mail notifications.
- **Time:** There is a significant amount of time required to print and distribute information. E-mail notifications could reduce distribution time from weeks/days to hours/minutes. The Department would continue to produce printed material for constituents who do not have Internet access, although providing e-mail service will allow quicker distribution to a growing number of Internet-savvy constituents who demand personalized and timely information.

This pilot project will initially use data from hazardous waste collection events and integrate it with the existing web content management system and list server to automatically generate e-mail notifications.

FISCAL IMPACT/FINANCING

Upon approval by your Board, \$300,000 and \$90,000 grants will be awarded to ISAB and DPW, respectively. In August 2003, the Quality and Productivity Commission awarded a \$300,000 matching funds productivity grant to assist ISAB in development of the interagency DOTS. Subject to your Board's approval, the DOTS ITF Grant and the Quality and Productivity Commission Grant will be transferred into the ITF to simplify project administration and vendor payments. If, after project implementation, the total project cost is less than the \$600,000 total of the two grants, any balance will be equally divided between the Quality and Productivity Commission and the ITF.

The interagency DOTS will require ongoing maintenance estimated at \$100,000 per year. Following implementation of the system, the first year's maintenance will be funded by appropriations within the ISAB budget. The District Attorney and the Sheriff's Department will share responsibility for subsequent years' maintenance expense.

The Public E-Mail Registration and Notification System will require ongoing maintenance estimated at \$15,000 per year. The DPW has indicated that they have available funding to cover the maintenance costs.

There are no other fiscal impacts.

FACTS AND PROVISIONAL/LEGAL REQUIREMENT

Penal Code Section 296 requires criminal defendants convicted of certain enumerated crimes to provide DNA samples for analysis and inclusion in a California DNA and Forensic Identification Data Base and Data Bank Program. Subsections of the code indicate requirements to the Courts, Probation, Sheriff and Parole in collecting DNA specimens for both Adult and Juvenile offenders.

The Public E-Mail Registration and Notification System will adhere to all applicable privacy laws and County security and privacy policies and practices in managing customer/constituent data.

There are no other legal requirements.

IMPACT OF CURRENT SERVICES

DNA

The DOTS will improve the DNA collection process by automating the notification, management, and monitoring of collections. It will also facilitate the investigative process of criminal offenses by providing expanded access to such information law enforcement agencies (inter and intra-agency), including the DA, Sheriff, Probation, Parole, Courts, etc.

The benefits of the DOTS:

- Increases the number of DNA collections at the local level.
- Reduces the number of duplicate collections.
- Provides a model for identifying and electronically sharing DNA collection requirements.
- Expands the number of samples in the DNA records to aid in solving "cold" cases and evidence of proof of innocence or guilt.

Public E-mail Registration and Notification

The proposed system will provide greater and timelier access to DPW information and services, benefiting both the public and the Department. For the public, the system:

- Automates e-mail notifications to expedite information delivery to County residents and reduces the amount of paper they would receive.
- Provides easier notification to the public for areas of interest to them. Customers will have the option of subscribing or unsubscribing directly from the website. This reduces the amount of clutter or unwanted e-mail sent to recipients.

Additional benefits provided to the Department include:

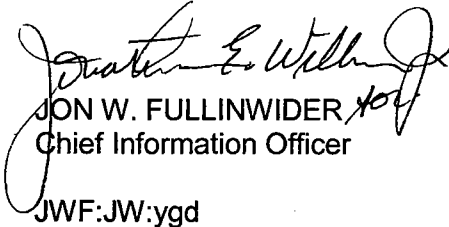
- Reduces the cost of developing multiple message formats for various marketing channels by integrating the notification process with existing websites.
- Gauges public interest by tracking the number of people who sign up to receive information on a given topic.
- Educates customers about services and the information listed on the Department's website.
- Establishes the infrastructure needed to expand e-mail notifications to other departmental services.

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CONCLUSION

Your Board's approval of the recommended actions will authorize the use of ITF funds in the amount of \$300,000 and \$90,000 to ISAB and DPW, respectively, for their technology projects.

Respectfully submitted,


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Chief Information Officer
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Attachment

c: County Counsel
David E. Janssen, Chief Administrative Officer
James A. Noyes, Director, Department of Public Works
John Ruegg, Director, Information System Advisory Body
Jaclyn Tilley Hill, Quality and Productivity Commission